

## About

Since 1934 the Veterans Health Care System of the Ozarks (VHSO) has been providing high quality care for our nation's Veterans. VHSO partners with Veterans and their families throughout the tri-state area of Arkansas, Missouri, and Oklahoma to offer integrated, innovative and compassionate care while optimizing health and quality of life.

## Facilities

The **Fayetteville Medical Center** is a 73 bed acute care facility located in Fayetteville, AR. Comprehensive healthcare is provided through primary and secondary care in areas of medicine, surgery, mental health, physical therapy, radiology, diagnostic laboratory, audiology and speech pathology, dentistry, eye care, and women's health.

In Spring 2013, VHSO added a new clinical addition to our medical center, which allows us to provide a full continuum of patient centered one stop quality healthcare for Primary and Specialty care with supporting ancillary services. Several services that were once located off-site were moved into the clinical addition, including women's health, optometry, and dental services. Other services in the new addition include: physical medicine, prosthetics, and social work.

**Community-Based Outpatient Clinics (CBOCs)** aim to make health care accessible to Veterans in their own communities. VHSO supports Veterans in 23 counties, and have CBOCs in the following locations:

- » Fort Smith, Arkansas
- » Harrison, Arkansas
- » Ozark, Arkansas
- » Mount Vernon, Missouri
- » Branson, Missouri
- » Jay, Oklahoma

## Vital Statistics—Fiscal Year 2013

### Financial Statistics—Fiscal Year 2013

Operating budget - \$ 267,892,764

⇒ Medical - \$233,626,787

⇒ Facilities - \$19,435,243

⇒ Administrative - \$14,830,734

Donations: Cash: \$543,757.50

In-Kind: \$461,856.55

## Vital Statistics—Fiscal Year 2013

### Operational Statistics

Operation	Total	5 Year Change
Total Beds	73	1.4% ↑
Hospital Admissions	3,851	-2.7% ↓
Hospital Bed Days of Care	16,599	-16.8% ↓
Outpatient Visits	496,064	24.70% ↑

### Patient Snapshot

Patients	Total	5 Year Change
Unique Patients	54,286	15.9% ↑
OEF/OIF/OND Veterans utilizing	7,983	57% ↑
Women Veterans	2,803	42.8% ↑

### Staffing Statistics

Staff	Total
Employees	1381
Physicians	90
Nurses	284
Volunteers	459



## Awards and Recognitions

- ♦ Winner of 2013 Arkansas Governor's Quality Award.
- ♦ Winner of Skyline and National Service Award by the Fayetteville Chamber of Commerce in 2013 for our clinical addition.
- ♦ Received the 2012 Arkansas Governor's Quality Award for Achievement.
- ♦ Received the Robert W. Carey Circle of Excellence Award March 2013. 2011 Robert W. Carey award winner.
- ♦ Facility remains fully accredited by the Joint Commission and College of American Pathologists.



### VHSO is on Facebook!

Receive important highlights and updates about happenings at the VA and VHSO

Find us at: [www.facebook.com/VAFayettevilleAR](http://www.facebook.com/VAFayettevilleAR)



## Educational Affiliations

VHSO has an active affiliation with the University of Arkansas for Medical Sciences (UAMS) at Little Rock through the Area Health Education Center - Northwest (AHEC-NW) in Fayetteville. A limited family practice residency program is provided through AHEC-NW.

In 2012 to 2013 academic year, VHSO had a total of 12 AHEC residents and 145 students in various fields. Students come to VHSO to study medicine, optometry, sonography, nursing, pharmacy, medical technology, social work, physician assistant, surgical technician, physical therapy assistant, phlebotomy, audiology, and hospital administration.

VHSO Dental Clinic is affiliated with the Missouri Southern State University Dental Hygiene Department and Texas A&M University, Baylor College of Dentistry Dental School.

VHSO Pharmacy is affiliated with the University of Arkansas for Medical Sciences College of Pharmacy. VHSO Nutrition and Food Service is affiliated with Cox College in Springfield, Missouri, providing two week rotations each year for two Dietetic Interns at our Community Based Outpatient Clinics in Branson and Mt. Vernon, Missouri.



Entrance to our new clinical addition

## Upcoming Projects:

- ⇒ Carports with photovoltaic solar cells outside of Building 4 is currently ongoing
- ⇒ VHSO will host the 2014 National Veterans Golden Age Games
- ⇒ Construction on a parking garage located near College Avenue will begin in Fiscal Year 2014.
- ⇒ Former Army Reserve Center renovation for a 91 day domiciliary care unit is scheduled to begin in 2014

## Homeless Veterans Program

### Active Programs Include:

- ⇒ Health Care for Homeless Veterans (HCHV) Transitional Housing Program
  - 15 contract beds in Webb City, Missouri
  - 15 contract beds in Rogers, Arkansas
  - 10 contract beds in Fort Smith, Arkansas
- ⇒ HCHV Per Diem Transitional Housing Program
  - 34 Grant and Per Diem Program beds in Webb City, Missouri
- ⇒ HUD/VASH
  - 35 vouchers for Jasper County, Missouri
  - 115 vouchers in Washington County Arkansas
- ⇒ Veterans Justice Outreach Program
  - Established a Veterans Tract in the Drug Treatment Court in Washington County Arkansas in FY 2011. First Veteran Completed program in FY 2012. This program continues to expand.

## Senior Leadership:

- ⇒ Mark A. Enderle, MD, Medical Center Director
- ⇒ Mark A. Worley, MD, PhD, Chief of Staff
- ⇒ Michiele Schrieber RN, MSN, CCM, Acting Associate Director, Patient Care Services
- ⇒ W. Keith Neeley, MBA, FACHE, VHA-CM, Associate Medical Center Director

## To contact the facility:

### Main Business Address:

1100 N College Avenue  
Fayetteville, AR 72703  
Phone: 479-443-4301  
Fax: 479-444-5089

Website: <http://www.fayettevillear.va.gov/>  
For e-mail: please use My HealtheVet at:  
<https://www.myhealth.va.gov>